



TRANSPARENCY
CONNECTS

CR SUMMARY REPORT 2016



WHY HAVE A CR SUMMARY REPORT?

Until now, NORMA Group has published its Corporate Responsibility (CR) report every two years. However, in order to increase transparency for our stakeholders between these intervals, we are publishing an update on our CR activities in 2016. This summary report provides an overview of the development of our most important CR key figures. According to our CR roadmap, key figures are allocated to our five CR topics:

Responsible Management, Business Solutions, Employees, Environment, Community

In contrast to our CR report, we are not offering a detailed account of our management approaches and measures in the 2016 summary report. However, each subject area is preceded by an introductory text that briefly summarizes our identity. For more detailed information on individual subject areas, please refer to NORMA Group's CR website: www.normagroup.com/cr/de.

NORMA Group at a glance

NORMA Group is a global market and technology leader for engineered joining technology. The company manufactures and distributes a wide range of innovative connecting solutions in three product categories – fastening clamps, connecting elements and fluid systems – and supplies more than 10,000 customers in over 100 countries with over 35,000 high-quality products and solutions. NORMA Group's products are used in numerous industries and end products, including vehicles, ships, trains, airplanes, household appliances, engines, water pipes and in the pharmaceutical and biotechnology industries. From its headquarters in Maintal near Frankfurt/Main, NORMA Group manages a worldwide network of 27 production sites and numerous sales locations in Europe, North, Central and South America as well as in the Asia-Pacific region.

	Value 2016	Unit	GRI Index
Number of countries in which NORMA Group is represented	25		102-4
Number of production sites	27		102-4
Sales	894.9	in EUR millions	102-7
Adjusted gross profit	545.6	in EUR millions	102-7
Adjusted EBITA	157.5	in EUR millions	
Share of sales realized internationally	78,8	in %	102-6
Asia-Pacific	9	in %	102-6
Americas	43	in %	102-6
EMEA	48	in %	102-6
Government grants	521	in EUR thousands	201-4
Grants related to employee benefits expense	85	in EUR thousands	
Total number of employees including temporary workers	6664		102-8
Permanent staff	5450		102-8
EMEA employees (permanent staff)	3202		102-8
Americas employees (permanent staff)	1418		102-8
Asia-Pacific employees (permanent staff)	830		102-8
Temporary employees	1214		102-8



Responsible Management

The basis for our use of corporate responsibility at NORMA Group is that it is embodied by all employees. It is self-evident to us that we comply with local laws and international human rights at all our sites around the world. To ensure this, NORMA Group has extensive compliance and risk management systems. Within our company, we ensure a non-discriminatory environment and respect the right to freedom of association for our employees. Last year, we were able to meet our target: rating agencies such as EcoVadis and Sustainalytics attested above-average performance in the Corporate Responsibility segment for NORMA Group.

	Value 2016	Unit	GRI Index
Compliance			
Number of reported procedures resulting from anti-competitive behavior or the formation of a cartel or monopoly	0		206-1
Number of reported violations against environmental laws and regulations	0		307-1
Number of reported violations of the privacy of the customer and violation of data protection	0		418-1
Substantial fines for non-compliance with laws and regulations	0	in EUR	419-1
Substantial fines and sanctions for non-compliance with environmental requirements	0	in EUR	307-1
Reported grants to politicians, parties & related institutions	0	in EUR	415-1
Number of reported corruption incidents	0		205-3
Submission ratio of "Declaration of Compliance"	100	in %	205-2
Number of employees who were trained on compliance topics online in 2016	2066		205-2
Human rights			
Number of discriminations determined by authorities/courts	0		406-1
Number of reported violations of freedom of association	0		407-1
Number of reported cases of child labor	0		408-1
Number of reported violations of human rights or grievances	0		103-2
Transparency and CR communication			
Number of press releases with CR content	14		
Number of articles in CR specialist media	24		



Business Solutions

With our innovative product solutions, we offer an immediate response to global megatrends like resource scarcity and climate change, such as preventing leaks or more efficient water management. In this way, we help our customers become more environmentally friendly while strengthening our market position. We consistently align our work on sustainable product solutions with the needs of our customers and are advancing our innovation management. In the selection of our suppliers, we integrate sustainability indicators and, in the long term, focus on the purchasing of socially and environmentally compatible materials.

	Value 2016	Unit	GRI Index
Quality			
Share of production facilities certified according to			
ISO 9001	20		
TS 16949	20		
Number of defective parts in production	32	in ppm	
Number of quality related complaints per month	8		
Innovation			
Employees in R&D	305		
Share of R&D employees in relation to the consolidated core workforce	5.6	in %	
R&D expenditure in the EJT area	28.8	in EUR millions	
R&D ratio in terms of EJT sales	5.4	in %	
Total number of patents and utility models	843		
Total number of patent families	196		
Total number of patent applications *	52		
Number of suggestions submitted by employees	5,821		
Net Promoter Score (NPS)**	22	in %	102-43, 102-44
Average score of the „NORMA is perceived as innovative“ indicator from the Customer Satisfaction Survey (CSS)	7.7		
Purchasing and Suppliers			
Materials used	353.5	in EUR millions	301-1
Strategically important suppliers	35		
Share of strategically important suppliers in total production material sales	41	in %	
Share of top 100 suppliers in the purchasing volume	79	in %	
Share of top 50 suppliers in the purchasing volume	59	in %	
Share of top 10 suppliers in the purchasing volume	26	in %	
Share of strategically important suppliers who have signed the Supplier Code of Conduct (SCoC)	100	in %	308-1, 414-1
Number of suppliers who confirmed that supplied products contained tin, tungsten, tantalum or gold (conflict minerals)	14		

* Until 2016, this parameter was collected as the number of new patent applications. As part of the changeover of the patent strategy, an adaptation to the inventor's declarations per year will take place from 2017 onwards.

** The Net Promoter Score (NPS) measures the readiness of our customers to recommend, and thus, indirectly, customer satisfaction.



Employees

Our employees enable and drive our business success. NORMA Group therefore invests in a safe and encouraging work environment as well as in health protection. We want to further strengthen our position as an attractive employer. In order to achieve this goal, we also rely on sound basic and advanced training, performance-oriented remuneration, the promotion of diversity as well as the reconciliation of work and family life. The low fluctuation of our employees validates this approach. In 2017, we will again conduct an employee survey.

	Value 2016	Unit	GRI Index
Corporate Culture			
Employee turnover rate in the first 9 months (Share of new hires)	4.3	in %	
Share of employees with a period of employment over ten years	26	in %	
Average period of employment	7.4	in years	
Employee Development			
Average training hours per employee	29.7	in h per year	404-1
Share of employees who have participated in at least one training program	95.2	in %	404-1
Total number of Talent Mobility Points*	125		404-1
Participants Bubble-Assignment*	25		404-1
Diversity and Equal Opportunity			
Number of Diversity Representatives in NORMA Group	3		405-1
Number of production and distribution sites participating in Diversity Day	27		
Number of production sites with work-life balance strategy (from a total of 27)	27		
Share of female employees in the core workforce	35.2	in %	405-1
Share of female in senior leadership positions	21.0	in %	405-1
Employees taking maternity and parental leave	150		401-3
People with disabilities (Germany)	59		405-1
Trainees (Germany)	50		405-1
Share employees younger than 30 years	24	in %	405-1
Share employees 30 to 50 years	55	in %	405-1
Share employees older than 50 years	22	in %	405-1
Average age	39.3	in years	405-1
Occupational Health and Safety			
Number of production facilities certified according to OHSAS 18001	23		103-2
Accident rate	8	Accidents/1,000 employees	403-2
Total number of notifiable accidents	44		403-2
Total number of non-notifiable accidents	250		403-2
Rate of non-notifiable accidents (monthly ytd average)	2.88	Accidents/1,000 employees	403-2
Number of medical treatments	250		403-2
Treatment rate (monthly ytd average)	3.65	Treatments/1,000 employees	403-2

* For more detailed explanations on Bubble Assignments and Talent Mobility Points, please refer to the 2015 CR Report.



Environment

NORMA Group's environmental impacts are created worldwide at its locations. In order to establish equally effective countermeasures, NORMA Group has committed itself to establishing ISO 14001 certified environmental management systems at all locations. In addition, we are also focusing on group targets. By 2018, we plan to reduce water consumption by six percent compared to 2015, and carbon emissions by nine percent.

	Value 2016	Unit	GRI Index
Management systems			
Share of production facilities certified according to ISO 14001	22		103-2
Energy			
Energy consumption in total	171.34	in kwh/EUR thousands of manufacturing costs	302-3
Electricity consumption	138.18	in kwh/EUR thousands of manufacturing costs	302-3
Natural gas consumption	33.16	in kwh/EUR thousands of manufacturing costs	302-3
Reduction energy consumption in total (yoy)	6.35	per EUR thousands of manufacturing costs in %	302-4
Reduction electricity consumption (yoy)	6.10	per EUR thousands of manufacturing costs in %	302-4
Reduction natural gas consumption (yoy)	7.40	per EUR thousands of manufacturing costs in %	302-4
CO₂			
CO ₂ emissions from electricity and gas consumption	91.37	in kg/EUR thousands of manufacturing costs	305-4
Reduction CO ₂ emissions (yoy)	6.21	per EUR thousands of manufacturing costs in %	305-5
Water			
Water consumption	0.22	in million liters/ EUR thousands of manufacturing costs	303-1
Waste			
Metallic waste	9.71	in kg/EUR thousands of manufacturing costs	306-2
Non-metallic waste	1.28	in kg/EUR thousands of manufacturing costs	306-2
Paper waste	1.27	in kg/EUR thousands of manufacturing costs	306-2
Remaining/household waste	2.93	in kg/EUR thousands of manufacturing costs	306-2



Society

NORMA Group believes it is important to behave as a responsible social actor around the world. We maintain a continuous exchange with stakeholders outside our company. In 2016, we held another roundtable with the participation of customers, suppliers, associations, NGOs and universities. In addition, with the NORMA Help Day, we want to encourage our employees to engage in civil society projects at our locations and promote local donation and sponsoring activities. With our NORMA Clean Water project in India, we draw attention to the importance of the resource of water and contribute together with Plan International to better hygiene in schools around our Pune plant.

		Value 2016	Unit	GRI Index
NORMA Clean Water				
Number of pupils benefitting from NORMA Clean Water		13,750		
Number of teachers benefitting from NORMA Clean Water		650		
Number of schools where NORMA Clean Water has been implemented		25		
Number of school club founded		48		
NORMA Help Day				
Number of production and distribution sites that participate in NORMA Help Day		26		413-3
Participants in NORMA Help Day		> 800		413-3
Total amount of donations and sponsoring		Donations: 234 Sponsoring: 29	in EUR thousands	

Imprint

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Forward-looking statements

This summary report contains certain future-oriented statements. Future-oriented statements include all statements which do not relate to historical facts and events and contain future-oriented expressions such as "believe", "estimate", "assume", "expect", "forecast", "intend", "could" or "should" or expressions of a similar kind. Such future-oriented statements are subject to risks and uncertainties since they relate to future events and are based on the company's current assumptions, which may not in the future take place or be fulfilled as expected. The company points out that such future-oriented statements provide no guarantee for the future and that the actual events including the financial position and profitability of NORMA Group SE and developments in the economic and regulatory fundamentals may vary substantially (particularly on the down side) from those explicitly or implicitly assumed in these statements. Even if the actual assets for NORMA Group SE, including its financial position and profitability and the economic and regulatory fundamentals, are in accordance with such future-oriented statements in this summary report, no guarantee can be given that this will continue to be the case in the future.

Note on the summary report

This summary report is also available in German. If there are differences between the two, the German version takes priority.

Note on rounding

Please note that slight differences may arise as a result of the use of rounded amounts and percentages.

Information on the Global Reporting Initiative

The Global Reporting Initiative (GRI) assists all organisations with their sustainability reporting. For this reason, it has developed a comprehensive framework for reporting on sustainability that is used all over the world. This framework report, including the reporting guide, discusses the principles and indicators that organisations can use to measure their economic, ecological and social performance.

GRI is a non-profit foundation that has a number of partners and was founded by CERES and the environmental program of the United Nations (UNEP) in the USA in 1997. GRI moved its headquarters to Amsterdam in 2002. Its secretariat is currently based there. Furthermore, GRI has regional offices in Australia, Brazil, China, India and the USA and a global network of 30,000 people and members.

In addition, GRI maintains strategic partnerships with the United Nations' Environment Program, the UN Global Compact, the Organisation for Economic Cooperation and Development, the International Organisation for Standardization and other organisations.

For this report a "Materiality Matters" check was conducted by the Global Reporting Initiative (GRI). This check confirms, that the most critical disclosures in the report based on the GRI G4 Sustainability Reporting Guidelines have been correctly located at both the GRI Content Index as well as in the final report.

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